

External Services

1. Provision of Relocation Sites to informal settlers or displaced constituents due to development or those living in danger areas

Assist the applicants to write a letter to the City Mayor requesting for slot in the relocation/resettlement sites. Interview and assign batch number and require the applicants to make daily follow-up by personally reporting to our office and affix their signature in the attendance sheet. Determine the qualified applicants to be awarded a slot in the relocation/ resettlement sites upon completion of the required number of follow-ups and orientation of the terms and conditions of occupancy. Conduct monthly monitoring/ site inspection of the actual occupants in the relocation and resettlement sites. Confiscate the slot from the beneficiaries who were found out to have violated the terms and conditions of occupancy.

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter received by the City Mayor's Office with attached referral slip of the City Mayor (2 copies)		City Mayor's Office		
Attendance Records		Urban Poor Affairs Office		
Monthly inventory list		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provision of Relocation Sites to informal settlers or displaced constituents due to development or those living in danger areas	1.1 Assist the applicants to write a letter to the City Mayor requesting for slot in the relocation/ resettlement sites.	None	15 to 20 minutes	<i>Special Operations Officer IV/ UPAO Coordinator / Registration Officer IV</i>

1.2 Interview and assign batch number and require the applicants to make daily follow-up by personally reporting to our office and affix their signature in the attendance sheet.	None	15 minutes	<i>Registration Officer IV</i>
1.3 Determine the qualified applicants to be awarded a slot in the relocation/ resettlement sites upon completion of the required number of follow-ups and orientation of the terms and conditions of occupancy.	None	3 days	<i>Special Operations Officer IV/ UPAO Coordinator / Registration Officer I</i>
1.4 Conduct monthly monitoring/ site inspection of the actual occupants in the relocation and resettlement sites.	None	3 days	<i>Administrative Aide I</i>
1.5 Confiscate the slot from the beneficiaries who were found out to have violated the terms and conditions of occupancy.	None	3 days	<i>Special Operations Officer IV/ UPAO Coordinator</i>
Total	None	9 days, 35 Minutes	

External Services

2. Acquisition, Appraisal and Disposition of the City owned/ acquired properties (land)

Process documentary requirements of applicants on the City owned/ acquired properties. Prepare the schedule of payments of the appraised value made by the Appraisal Committee for lots offered for sale through socialized housing on installment scheme and the corresponding penalties for past due.

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Client/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appraisal Documents		City Appraisal Committee		
Print-out of the payment schedule		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Acquisition, Appraisal and Disposition of the City owned/ acquired properties (land)	1.1 Process documentary requirements of applicants on the City owned/ acquired properties.	None	45 days	<i>Special Operations Officer IV/ UPAO Coordinator</i>
	1.2 Prepare the schedule of payments of the appraised value made by the Appraisal Committee for lots offered for sale through socialized housing on installment scheme and the corresponding penalties for past due.	None	7 days	<i>Special Operations Officer IV/ UPAO Coordinator / Administrative Aide</i>
	Total	None	52 Days	

External Services

3. Extending Technical Assistance

Prepare subdivision plans and schemes upon the receipt of complete documents. Assist in the formation of Homeowners Association. Assist in the formation of Homeowners Association. Initiate dialogue/ negotiation with the landowners and informal settlers regarding the implementation of land banking. Validate the application for APEC & LCWD service connection and check if the applicant is included in the list of beneficiaries of particular site. Prepare, issue and sign the requested certification of the qualified applicants for APEC and LCWD service connection. Prepare, issue and countersign the certification of full payment for the City owned/ acquired properties (land) to be signed by the City Treasurer and City Mayor. Prepare, issue and sign other certifications for whatever purpose it may serve. Initiate the implementation of RA 7279 (UDHA).

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Client/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sketch Plan		Urban Poor Affairs Office		
Certification		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Extending Technical Assistance	1.1 Prepare subdivision plans and schemes upon the receipt of complete documents.	None	20 days	<i>Special Operations Officer IV/ UPAO Coordinator</i>
	1.2 Assist in the formation of Homeowners Association.	None	20 days	<i>Special Operations Officer IV/ UPAO Coordinator</i>
	1.3 Initiate dialogue/ negotiation with the landowners and informal settlers regarding the implementation of land banking.	None	3 days	<i>Special Operations Officer IV/ UPAO Coordinator</i>

1.4 Validate the application for APEC & LCWD service connection and check if the applicant is included in the list of beneficiaries of particular site.	None	10-15 minutes	<i>Special Operations Officer IV/ UPAO Coordinator / Administrative Aide</i>
1.5 Prepare, issue and sign the requested certification of the qualified applicants for APEC and LCWD service connection.	None	10 minutes	<i>Special Operations Officer IV/ UPAO Coordinator</i>
1.6 Prepare, issue and countersign the certification of full payment for the City owned/ acquired properties (land) to be signed by the City Treasurer and City Mayor.	None	7 days	<i>Special Operations Officer IV/ UPAO Coordinator</i>
1.7 Prepare, issue and sign other certifications for whatever purpose it may serve.	None	10 minutes	<i>Special Operations Officer IV/ UPAO Coordinator</i>
1.8 Initiate the implementation of RA 7279 (UDHA)	None	45 days	<i>Special Operations Officer IV/ UPAO Coordinator</i>
Total	None	95 Days, 35 Minutes	

External Services

4. Assistance to Clients

Attend/ answer queries of clients/ applicants.

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Cards		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assistance to Clients	Attend/ answer queries of clients/ applicants.	None	5 minutes	<i>Special Operations Officer IV/ UPAO Coordinator Registration Officer IV Administrative Aide I</i>
	Total	None	5 Minutes	

External Services

5. Receiving of Incoming and Outgoing Communications

Record, release and file duly acted upon letter/ communications, requests and queries after approval of the UPAO Coordinator and other concerned signatories.

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Client/ Government to Business/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/ Communications		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving of Incoming Communications	1.1 Attend/ answer queries of clients/ applicants.	None	5 minutes	<i>Administrative Aide I</i>
Receiving of Outgoing Communications	2.1 Record, release and file duly acted upon letter/ communications, requests and queries after approval of the UPAO Coordinator and other concerned signatories.	None	5 minutes	<i>Administrative Aide I</i>
	Total:	None:	10 Minutes	

External Services

6. Meetings/ Coordination with National Agencies (NGA's)

Initiate meeting/ coordination with NHA for lands required for socialized housing. Prepare/ distribute notice of meetings. Submit minutes/ resolutions of the meeting undertaken.

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client/ Government to Business/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Meetings/ Memorandum, Others		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Meetings/Coordination with National Agencies (NGA's)	1.1 Initiate meeting/ coordination with NHA for lands required for socialized housing.	None	7 days	Special Operations Officer IV/ UPAO Coordinator / <i>Registration Officer IV</i>
	1.2 Prepare/ distribute notice of meetings.		3 days	<i>Administrative Aide I</i> Special Operations Officer IV/ UPAO Coordinator
	1.3 Submit minutes/ resolutions of the meeting undertaken.		7 days	<i>Registration Officer IV</i>
	Total	None	17 Days	

External Services

7. Support on Financial Assistance

Assist in the preparation of documentary requirements for relocation or financial assistance to evictees/displaced by development. Prepare, sign and submit financial documents such as payroll, vouchers, obligation requests with complete attachments.

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Government/ Government to client			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls/ Vouchers		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Support on Financial Assistance	1.1 Assist in the preparation of documentary requirements for relocation or financial assistance to evictees/ displaced by development.	None	2-3 days	<i>Special Operations Officer IV/ UPAO Coordinator / Administrative Aide I</i>
	1.2 Prepare, sign and submit financial documents such as payroll, vouchers, obligation requests with complete attachments.	None	2-3 days	<i>Special Operations Officer IV/ UPAO Coordinator / Administrative Aide I</i>
	Total	None	6 Days	